



# WHAT IS MHS GENESIS?

LEARN MORE ABOUT YOUR  
NEW ELECTRONIC HEALTH  
RECORD



DEPARTMENT OF DEFENSE  
**MHS**  
**GENESIS**  
MILITARY HEALTH SYSTEM

#genesisofGENESIS

# ABOUT MHS GENESIS



## What is MHS GENESIS?

MHS GENESIS is the single, continuous record of care that will support the provision and coordination of care for 9.5 million beneficiaries worldwide. It's the new electronic health record for the Military Health System (MHS).

Here are some things you need to know about MHS GENESIS:

- Commercial off-the-shelf solution, currently in use at thousands of civilian hospitals, and **adapting to the unique needs of the MHS** enterprise
- Designed to **integrate inpatient and outpatient solutions**
- **Connects medical and dental information** across the continuum of care
- **Streamlines** clinical and business operations to better support the readiness mission
- Provides **increased efficiency** for beneficiaries and health care professionals
- Provides **enhanced, secure** technology to manage health information

# BENEFITS OF MHS GENESIS



## Why MHS GENESIS?

MHS GENESIS improves access, safety, and quality of care for our nation's service members, retirees, and families.

Once fully deployed, MHS GENESIS will offer:

- **Faster and better management** of chronic, complex, and time-sensitive conditions
- **Automated, real-time clinical decision support** for doctors and care providers
- **Increased patient engagement capabilities** that allow patients to directly communicate with their providers
- **Lower overall maintenance costs** for legacy system
- **Full compliance with the Department of Defense's (DoD) cybersecurity requirements**

# HOW WILL I BE IMPACTED?



## Here's What You Need to Know

As the Defense Department transitions to MHS GENESIS, there are a few things to keep in mind, that may impact you.

- **Pharmacy:** The pharmacy will be busier than usual when MHS GENESIS deploys, and a few weeks after. To avoid longer wait times, try to get medications before the transition begins.
- **Labs:** Laboratories may see increased wait times during a few weeks after MHS GENESIS deployment. If you have a current order, visit the laboratory before the new EHR is deployed.
- **Referrals:** If you receive a referral now and it is valid past the switch to MHS GENESIS, keep a hard copy of your referral.
- **Patient Portal:** MHS GENESIS provides patients access to their records online and includes a new secure messaging system, replacing TRICARE Online (TOL).

# MHS GENESIS PATIENT PORTAL



## What is the Patient Portal?

The Patient Portal is a secure website that provides access to health information 24 hours a day, 7 days a week.

Through the new MHS GENESIS Patient Portal, you can:

- View your health information
- Exchange secure messages with your care team
- Request prescription renewals
- View notes from your clinical visits and certain lab or tests results, such as blood tests
- Request medical and active duty dental appointments
- Complete a pre-visit active duty dental health questionnaire online
- Look up information related to your health concerns and medications

# WHERE CAN I ACCESS THE MHS GENESIS PATIENT PORTAL?



## Access Information

Visit <https://patientportal.mhsgenesis.health.mil> to access the MHS GENESIS Patient Portal. Some important information about how to login or register is below.

- If you do not have a common access card (CAC) or MyPay account, you will need to create a DS Logon account to access the MHS GENESIS Patient Portal
- To ensure MHS GENESIS can confirm your identity and protect your health information, you will be required to complete a brief verification process
- You will create your MHS GENESIS Patient Portal password in the online registration process, and a new password will need to be created every **180 days**
- Once you successfully create your DS Logon, click on “**Upgrade to Premium Account**” to view your health information
- For assistance, call the **Defense Manpower Data Center** at **1-800-538-9552**

# QUESTIONS & ANSWERS



**Q:** When I move, will my new military treatment facility use MHS GENESIS?

**A:** The transition to MHS GENESIS will take place between now and 2024, and will roll out from west to east. If a new patient's duty station does not have MHS GENESIS, their new care team will have access to view their records through the Joint Legacy Viewer (JLV). When patients PCS (permanent change of station) to a non-MHS GENESIS military treatment facility, they will revert back to using legacy systems (e.g., TRICARE Online Patient Portal Secure Messaging).

**Q:** If I have questions about MHS GENESIS beyond what is in this brief, where can I go for additional information?

**A:** You can always consult your primary care team or visit [health.mil/MHSGENESIS](https://health.mil/MHSGENESIS)



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